



**Bill Moseley**  
Director

### **Mission Statement**

*The Department of Veterans Affairs honors the commitment and sacrifice of our veterans, military and their families, and to promote awareness of their contributions and unique challenges, and identifies and obtains benefits and services through advocacy, outreach and education, thereby contributing to the quality of life and well being of our communities.*



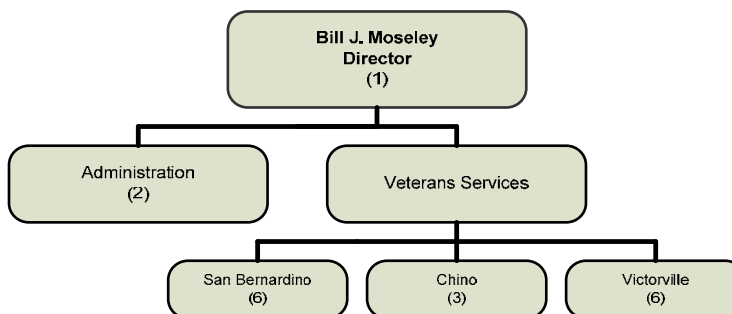
### **GOALS**

**EMPHASIZE HIGHER  
STANDARDS OF  
CUSTOMER SERVICE**

**PROMOTE STAFF  
TRAINING AND  
DEVELOPMENT**

## **VETERANS AFFAIRS**

### **ORGANIZATIONAL CHART**



### **DESCRIPTION OF MAJOR SERVICES**

According to the Secretary of the U.S. Department of Veterans Affairs, approximately one out of every three people in the United States is a potential VA beneficiary. The Department of Veterans Affairs provides claims assistance, information and referral, advocacy, and outreach to county residents. These benefits include medical care, life insurance, home loans, pension benefits, disability compensation, education, and vocational rehabilitation. County VA employees are often the initial contact with the VA system for veterans and recently discharged military personnel in our community.

Services to the veterans' community are concentrated in the following areas:

#### **Claims Assistance**

Provide benefits counseling, claim preparation, and development of material evidence. Monitor claim adjudication and resolve issues or questions in favor of the veteran. Provide assistance with administrative and appellate review of claims.

#### **Information and Referral**

Make referrals to other county departments, area homeless providers, emergency service providers, and state and federal agencies.

#### **Advocacy**

Provide individual advocacy, advocacy at the policy and legislative levels, and provide state and federal elected officials with technical assistance regarding veterans' legislation.

#### **Outreach**

Conduct outreach to retirement homes, mortuaries, schools, military separation programs, and service organizations such as the American Legion, Disabled American Veterans, Veterans of Foreign Wars, Elks, Rotary, etc., for the purpose of informing the community of veterans' benefits and services.

### **2009-10 SUMMARY OF BUDGET UNITS**

	<u>Appropriation</u>	<u>Revenue</u>	<u>Local Cost</u>	<u>Staffing</u>
<b>General Fund</b>				
Veterans Affairs	1,628,933	402,500	1,226,433	18

## GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

### GOAL 1: EMPHASIZE HIGHER STANDARDS OF CUSTOMER SERVICE THAT WILL PROMOTE THE HEALTH, WELL BEING, AND QUALITY OF LIFE TO ALL COUNTY VETERANS.

*Objective A: Review customer service policy to ensure full commitment to our customers, which will require participation and support of all Veterans Affairs employees.*

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
1A. Percentage of customer service surveys in which clients score their over-all satisfaction as "Outstanding" (an A grade).	89%	87%	90%	87%	60%

#### Status

The department selected this objective recognizing that customer perception of our service is critical and also in an effort to stress the importance of customer service to our staff and other stakeholders alike. Customer feedback validates that the department consistently provides services of the highest caliber. The comments received from the department's customer satisfaction surveys continue to be extremely positive despite staffing issues. However, reduction in local cost funding necessitates reduction of staffing that will affect customer satisfaction and result in a lower percentage target in 2010-11.

### GOAL 2: PROMOTE STAFF TRAINING AND DEVELOPMENT TO MAINTAIN UNITED STATES DEPARTMENT OF VETERANS AFFAIRS (USDVA) ACCREDITATION.

*Objective A: Collaborate with other Southern California counties to conduct regional quarterly staff training*

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
2A. Percentage of technical staff that will attend quarterly regional training.	89%	90%	100%	90%	100%

#### Status

A key element to providing excellent customer service is the technical proficiency of staff. San Bernardino and six other counties formed the Southern County Veterans Service Officers (CVSO) training consortium and currently meet quarterly at a central location to share in training and the exchange of ideas and information. This past year the CVSO training consortium had a number of trainers representing federal, state, and community based organizations, e.g., Consumer Affairs, VA Pension Maintenance Center, VA Insurance Center, and VA Regional Offices in San Diego and Los Angeles. It is also strongly believed that additional training contributes to our overall customer satisfaction ratings and ensures that our customers receive the technically accurate service they deserve.

### 2008-09 ACCOMPLISHMENTS

- ❖ *Provided services to 18,245 county residents representing a 5.8 percent increase in clients served*
- ❖ *Produced \$19.62 million in new federal benefits – outperforming the three largest counties in California combined*
- ❖ *Recognized by the California State Legislature as the California county most supportive of its military members and their families as a result of our Troop Support Project*



*Veterans Diploma Project*



*Commemorative Medal to Veteran*



*Donated Toys*

## 2010-11 REQUESTS FOR GENERAL FUND FINANCING

Brief Description of Policy Item or CIP request	Budgeted Staffing	Appropriation	Dept. Revenue	Local Cost
1. Restore local cost funding to 2009-10 level (Policy Item).	4	244,270	-	244,720
Veterans Affairs is requesting restoration of the local cost reduction of \$244,720 in order to avoid deletion of four employees that are directly related to the service of clients. Reduction of this budgeted staffing will result in the closure of offices at the military bases of Fort Irwin and 29 Palms that would seriously affect the established partnerships with these two branch offices as well as the further loss/reduction of services to the communities of Yucca Valley, Loma Linda, and Chino. This reduction in staffing would vastly increase caseloads on the remaining staff which are already at an all-time high. Longer drives and wait times, as well as less intensive case management services will negatively effect overall customer service satisfaction. Revenues would also be negatively affected due to the loss of productivity that would be caused by larger caseloads and the loss of support staff. Furthermore, at least one revenue source (VSOF) is based on county expenditures and revenue would be reduced proportionally to this expenditure reduction. Restoration of local cost funding of \$244,720 will allow the department to continue to provide services at current levels that will result in positive customer service satisfaction, avoid any office closures, and preserve current state funding.				

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
P1. Percentage of customer service surveys in which clients score their over-all satisfaction as "Outstanding" (an A grade).	89%	87%	90%	87%	90%

## 2010-11 PROPOSED FEE/RATE ADJUSTMENTS

The department is not requesting any proposed fee/rate adjustments for 2010-11.

If there are questions about this business plan, please contact Bill Moseley, Director, at (909) 387-5525.



2009 Graduating Class-Diploma Project





*Donated Gifts at Human Services Warehouse*



*Full Truck of Donated Gifts*